



Instrument Support Plans

Brooks Life Sciences products are designed and tested to suit the workflow demands of our customers. We know that some customers operate our instruments in environments where even the smallest downtime can be costly.

In recognition of this, Brooks Life Sciences offers standard Support Plans to meet your workflow needs. These plans have been structured to offer flexibility so you can choose a package most appropriate to you. There are a range of benefits to offer peace of mind.



KEY BENEFITS

- ✔ Mitigate downtime in your workflows
- ✔ Direct access to expert technical support
- ✔ Confidence in the protection of workflow
- ✔ Discounts for multi-year, multi-instrument contracts
- ✔ We can also provide tailored service options for customers with a more bespoke requirement

SUPPORT PLANS

	Factory Warranty	BasicBlue	PerformanceBlue
Corrective Services			
Unlimited phone & email support	✔	✔	✔
Priority on-site response commitment	Standard response time	Standard response time	3 business days
On-site corrective maintenance	✔	10% discount	✔
Remote Diagnostics & Repair			
Unlimited priority phone & email support	✔	✔	✔
Remote Access Support, where possible	✔	✔	✔

Automated
Storage Systems

Cryopreservation &
Cold Chain Solutions

Informatics &
Technical Solutions

Sample Storage,
Lab Services & Transport

Sample Consumables
& Instruments



SUPPORT PLANS (CONTINUED)

	Factory Warranty	BasicBlue	PerformanceBlue
Preventative Maintenance Services			
Prescheduled, on-site preventative maintenance (PM) and PM parts kit (1/system/year)		✓	✓
Software and firmware updates during preventative maintenance, as required			✓
Additional Services Available for Purchase			
Loaner equipment, based on availability	Not available	10% discount	15% discount
Loyalty discount on parts & accessories	Not available	10% discount	Included
Discount of on-site or institute-based training, where applicable	Full charges apply	5% discount	10% discount
Qualification and calibration services	Full charges apply	5% discount	10% discount

FURTHER INFORMATION

For further information, please contact your local Brooks Life Sciences Representative and visit: www.brookslifesciences.com/products/instrument-support-plans

Automated
Storage Systems

Cryopreservation &
Cold Chain Solutions

Informatics &
Technical Solutions

Sample Storage,
Lab Services & Transport

Sample Consumables
& Instruments

Learn more – www.brookslifesciences.com
Contact us – www.brookslifesciences.com/contact-us

© Copyright 2021 Brooks Automation, Inc. B229-18 04-21